

Long-Term Recovery Planning

April 2020



Connecticut
Voluntary Organizations
Active in Disaster

Agenda

- 1. Our Shared Challenge**
- 2. Statewide Long-Term Recovery Approach**
- 3. Engagement with Local Communities**
- 4. Example: The Process in Action**
- 5. Next Steps and Resources**

Our Shared Challenge

Forging a Path to Connecticut's Recovery

Responding to a disaster is shared responsibility; it calls for the involvement of everyone — state government, local government, and a wide range of community partners.

By working together, we can help our residents and our communities meet their urgent needs and bounce back from the COVID-19 crisis.

— Governor Ned Lamont

FEMA's Factors of a Successful Community Recovery

Experience shows that the presence of certain factors in a community can help ensure a successful recovery:

- Effective Decision making and Coordination
- Integration of Community Recovery Planning Processes
- Well-managed Recovery
- Proactive Community Engagement, Diverse Representation, and Public Awareness
- Well-administered Financial Acquisition
- Organizational Flexibility
- Resilient Rebuilding



We have a chance to employ important lessons from Hurricanes Sandy and Maria

- **Recovery starts locally: it is essential to maximize local resources to help our residents.** This disaster will likely have impacts that last several months. We will need all available resources from local, state and federal levels working together to restore our communities.
- Local Long-Term Recovery Committees should maximize participation of partners including social service and faith-based organizations, local governmental agencies, private sector and philanthropic partners, and organizations that serve diverse populations to ensure interests of all community members are represented.
- Communities should establish a system for identifying unmet recovery needs of residents to properly advocate for resources and funding.

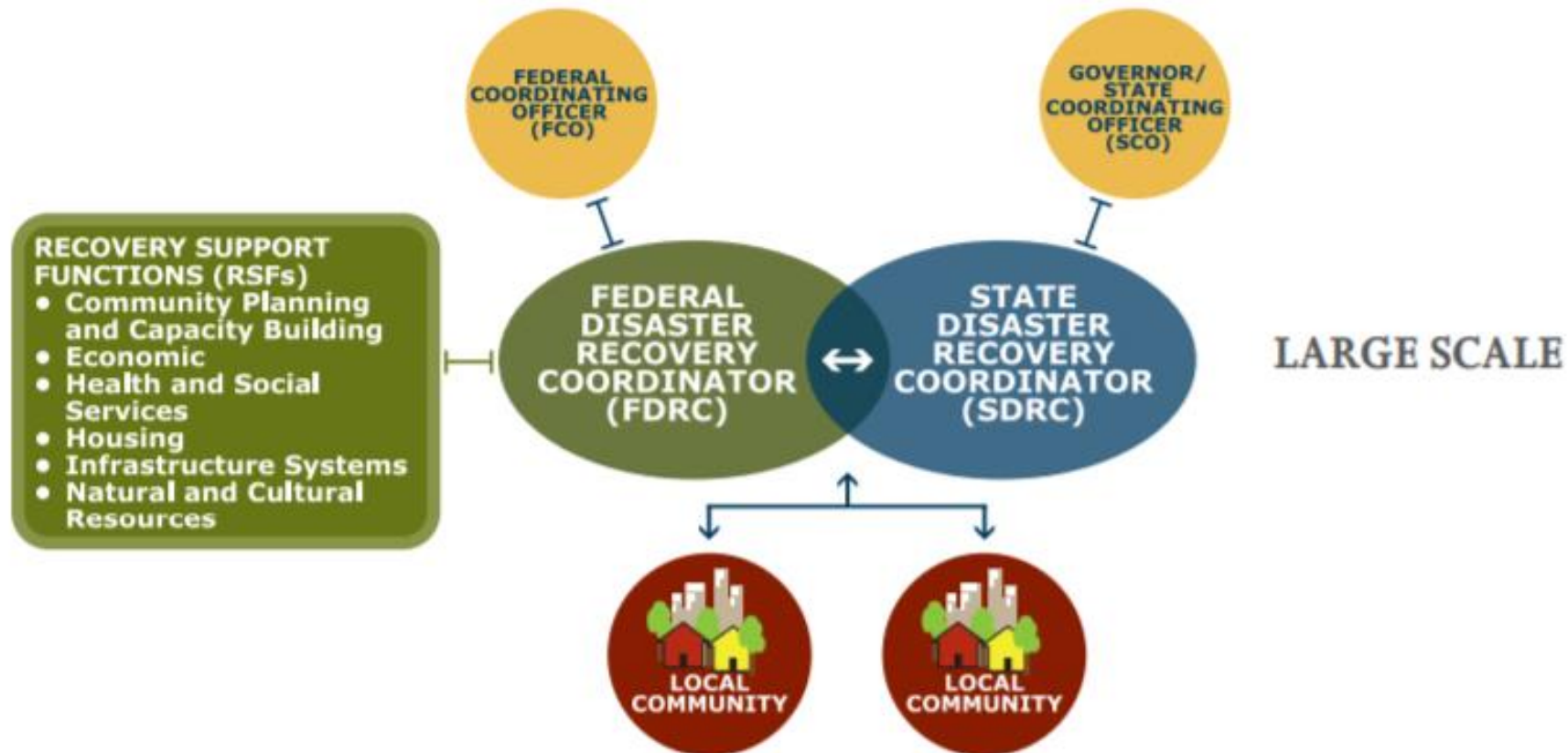
Statewide emergency response is most effective when our state-level recovery team works together with coordinated efforts in our local communities.

Our Shared Goals for This Recovery:

- All Connecticut residents receive the assistance that they need.
- Our communities are confident the process is fair, and that cities, suburbs and small towns are treated equitably in terms of need. Our local, state, and federal resources work closely together.
- ***Our residents, our communities, and our state recover as quickly and as fully as possible!***

Statewide Long-Term Recovery Approach

FEMA Coordination Map: Large-Scale Events



Strategically Uniting Local, State, and Federal Efforts



Our goal is to unite efforts at the statewide level with efforts of multiple stakeholders at the local level



Some of the parts of recovery are already working – many communities are already doing great work to support residents



Our towns and cities are answering the call, staying on the job and protecting their citizens



State and federal programs provide critical assistance in many areas



Nonprofit partners and VOAD (Voluntary Organizations Active in Disaster) agencies are providing emergency assistance to those most in need

CT Statewide Long-Term Recovery Committee (LTRC)

The current public health emergency is **unlike any disaster** we have experienced.

Recovery will require meeting the immediate needs of our residents as we build a comprehensive economic recovery plan.

Under the joint leadership of the Department of Economic and Community Development, the Connecticut Department of Insurance, and the Division of Emergency Management and Homeland Security, the Long-Term Recovery Committee is:

- Planning for long-term economic recovery across our state
- Identifying unmet needs and working with partners to respond

Connecticut State Disaster Recovery Framework

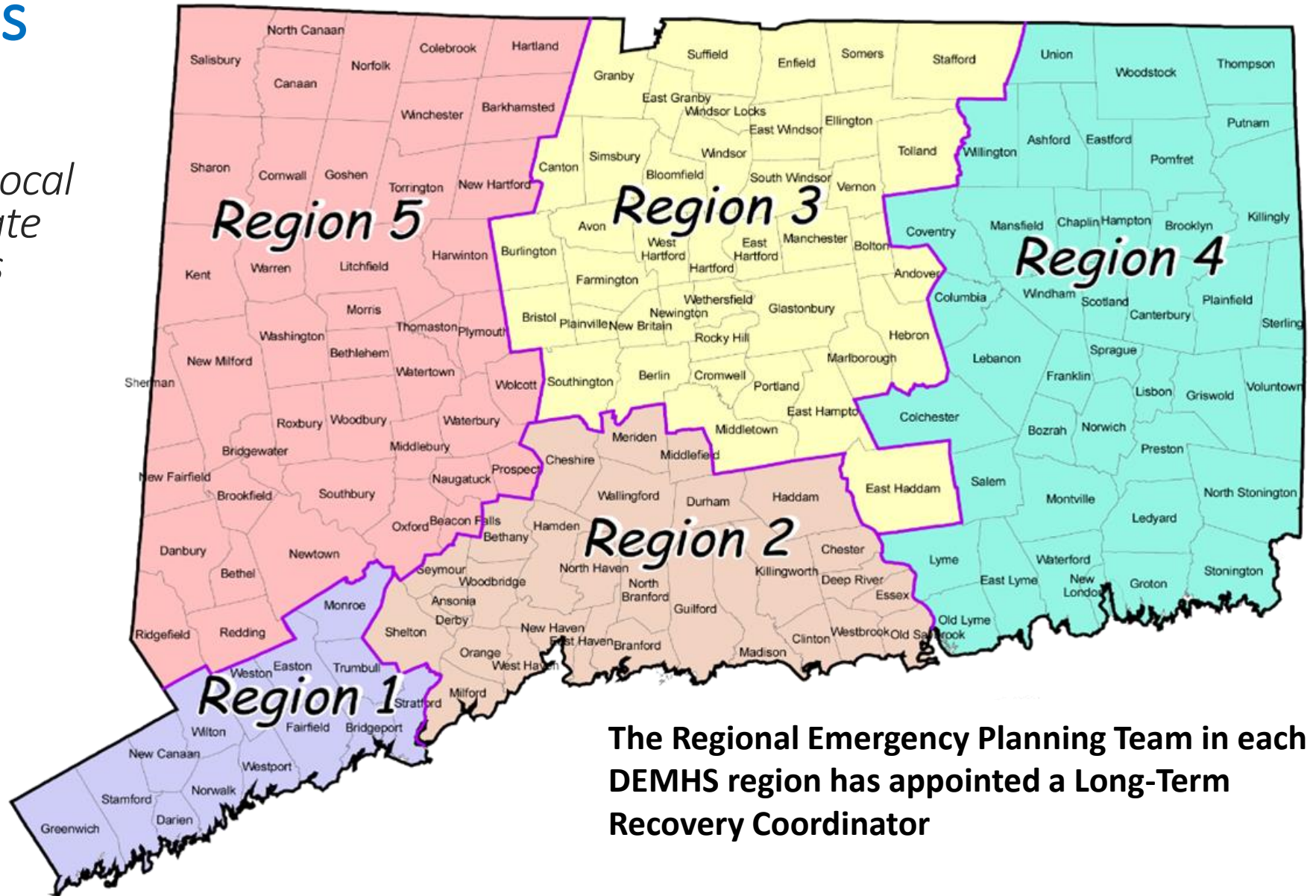
The Connecticut Long Term Recovery Committee (LTR) is one of 14 Support Functions (ESFs) that comprise the State Response Framework.



Since early 2012, the LTR Committee has been building a framework for the state to support long-term recovery of our communities through:

Coordination of federal, state, local government resources	Involvement of Connecticut VOAD & NGOs	Involvement of business and nonprofit sectors	Education & outreach	Mitigation and risk reduction programs & policies
--	--	---	----------------------	---

DEMHS Regional
Coordinators connect local
communities to the state
emergency Operations
Center (SEOC)



The Regional Emergency Planning Team in each DEMHS region has appointed a Long-Term Recovery Coordinator

Engagement with Local Communities

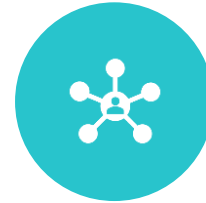
Connecticut State Disaster Recovery Framework

- **Statewide emergency response is most effective when our state-level recovery team works together with coordinated recovery efforts in our local communities.**
- Each community needs to identify a town long-term recovery coordinator (*this should be someone who is not a first responder*)

Recovery Support: Local Leadership Responsibilities



LEAD THE CREATION
AND COORDINATE
THE ACTIVITIES OF
LOCAL RECOVERY-
DEDICATED
ORGANIZATIONS
AND INITIATIVES



WORK WITH STATE
OFFICIALS TO
DEVELOP A UNIFIED
AND ACCESSIBLE
COMMUNICATION
STRATEGY



PARTICIPATE IN
DAMAGE AND
IMPACT
ASSESSMENTS WITH
OTHER RECOVERY
PARTNERS



ORGANIZE
RECOVERY
PLANNING PROCESS
FOR THE
COMMUNITY



ENSURE
INCLUSIVENESS IN
THE COMMUNITY
RECOVERY PROCESS



COMMUNICATE
RECOVERY
PRIORITIES TO THE
STATE AND FEDERAL
PARTNERS



INCORPORATE
MITIGATION,
RESILIENCE,
SUSTAINABILITY AND
ACCESSIBILITY-
BUILDING MEASURES
INTO RECOVERY
EFFORTS



LEAD THE
DEVELOPMENT OF
COMMUNITY
RECOVERY PLANS
THAT ARE
ACTIONABLE AND
FEASIBLE, BUILD
PUBLIC SUPPORT

Local Long-Term Recovery Committees

Local Long-Term Recovery Committees (LTRCs) are an important way communities can make sure local resources are **pulling together most effectively to meet the needs of residents** – so that every ounce of energy and every dollar spent each community has maximal impact.



At the same time, local recovery committees are an important way that local communities can **identify gaps** and develop a comprehensive understanding of which members of your community might need more support in the recovery process.



Finally, the Local Long-term Recovery Committee is an important and **effective channel to communicate to the state emergency management team major gaps/needs** that may require a state-level response.

Inclusivity

The agenda for recovery needs to be inclusive.

Need to ensure the following groups are included in recovery planning and recognized for assistance:

Low-income and marginalized communities • People who are negatively affected by health issues • People with access and functional needs • Workers who do not have the option of staying home • People experiencing homelessness or who lack access to affordable, safe, and healthy housing • People who have limited food security • Those without access to transportation or life-sustaining supplies • People who live in rural regions • Immigrants, asylum-seekers, refugees and the undocumented • Culturally diverse communities (including those who may need language services)



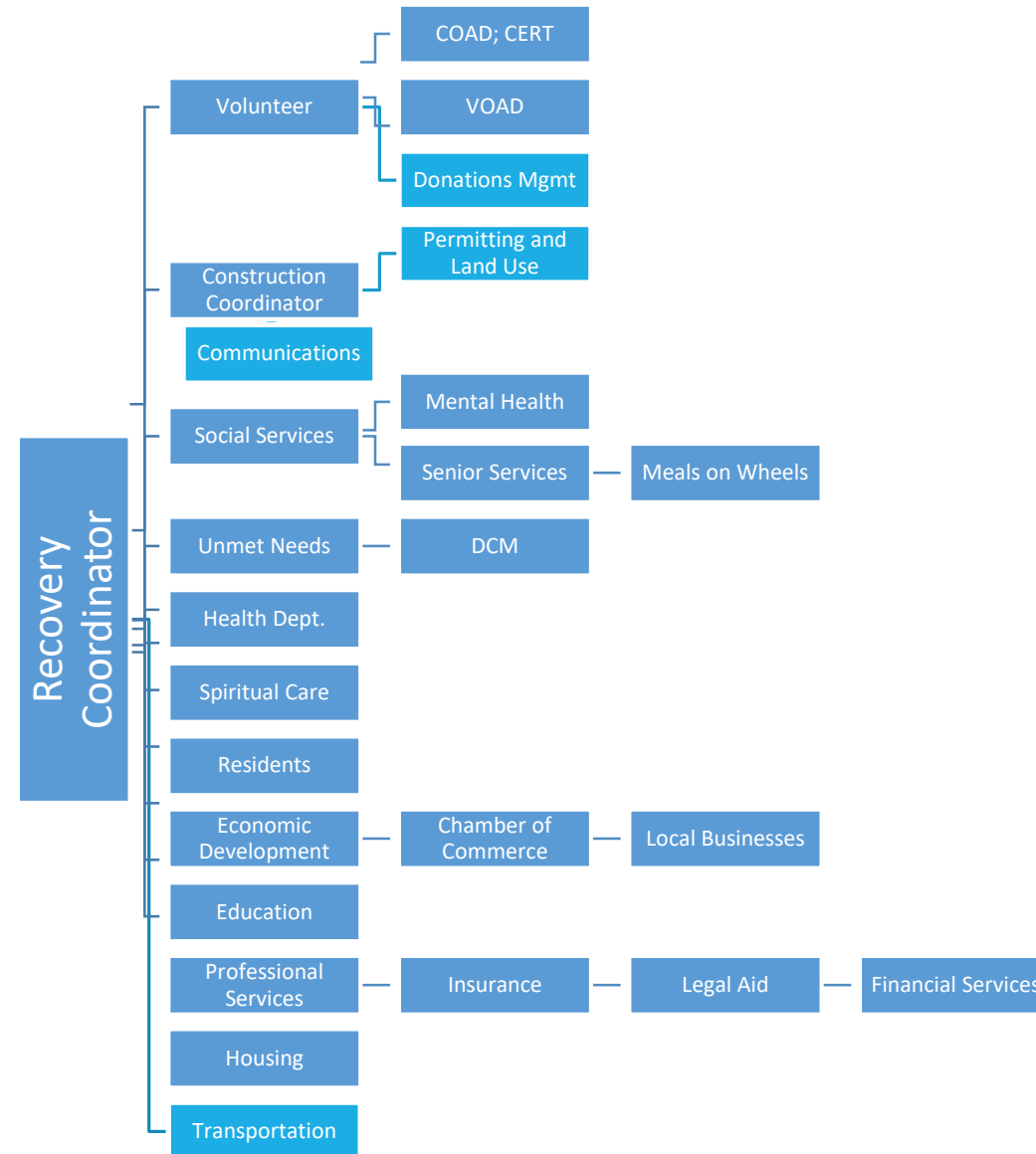
Local Long-Term Recovery Committees

LTRCs should bring together:

- Local government
- Voluntary agencies
- Community and faith-based organizations
- Philanthropy
- Private sector partners

The participating organizations agree to work together cooperatively according to their respective missions and guidelines. Diversity and community representation is crucial.

Local Long-Term Recovery Committee Structure



The Process in Action

UNMET NEEDS COORDINATION

Unmet Needs: Lessons Learned from Sandy and Maria

The lessons learned post Superstorm Sandy in Connecticut and also in New Jersey: recovery is local and we need to hear the community voice their needs. Then we need to fund those needs with sustainable recovery as a goal.

We learned how to organize for unmet needs and borne out of that experience is the **Unmet Needs Table**.

Needs emerging in the COVID crisis include: food, health and medical needs, rent and mortgages, utilities and banking assistance, mental health and crisis counseling.

The 4 C's



Communicate needs



Coordinate programs




Collaborate with partners



Cooperate to maximize
available funding

APPOINT A COORDINATOR – Nominate a recovery coordinator in each city and town who is not an emergency responder – someone plugged into the community – municipal employee or other partner



IDENTIFY NEEDS – Identify the major needs of that community



BUILD A COMMITTEE – Identify local members for an unmet needs recovery group for an individual community/communities and a fiduciary agent



CREATE PROGRAM GUIDELINES – Establish Unmet Needs guidelines



BUILD FUNDS – Identify the funds for necessities

Building Local Unmet Needs Coordination

EXAMPLE:

Berkshire Taconic Community Foundation's Action Plan

Step 1

- Contact your Long-Term Recovery Coordinator and your DEMHS Regional Coordinator. Ask what needs they are observing and review your plans with them.

Step 2

- Discovery outreach to Selectmen/Town Managers/Senior Center/Emergency Mgt. regarding what needs they are noticing in towns.

Step 3

- Work with towns and with community foundation to identify one or two people to serve as recovery coordinator for this area.

Step 4

- Identify a 501c3 that can serve as fiduciary to the Unmet Needs table.

EXAMPLE:

Berkshire Taconic Community Foundation's Action Plan

Step 5

- Identify 3-5 people from these towns to sit on unmet needs – guidelines include faith based, minority, business, bank/mortgage, legal, someone from the funeral business and someone with a psychological/medical background).

Step 6

- Draw up guidelines and priorities for assistance at unmet needs table: What needs do you want to fund? Utilities, funereal, rent/mortgage, food, medical, etc.? Will you consider extenuating circumstances (disability, special needs, age)? Will you consider income guidelines? Is the goal recovery to “normal” ? Who will be considered “victims?” This ideally will be identified on a statewide basis. But towns can add their own criteria – rural areas have different needs than cities.

Step 7

- Who are the funders? Community Foundation? Other partners might include other charities, non-profits and business partners. If they cannot assist monetarily, they may want to donate services -- i.e, a mortgage broker or attorney can provide guidance or a funeral director can provide reduced services.

EXAMPLE:

Berkshire Taconic Community Foundation's Action Plan

Step 8

- Identify who will coordinate the table, the intake, the vetting of clients. This is the difficult part and you may want to hire someone to do this. You need someone to track funding – worksheets and sample tracker are available. What will be the review process? Ideally, there will be case managers involved in reviewing and vetting cases – is there a social services individual available for volunteering or hiring?

Step 9

- Utilize standard form (sample available). This can be amended to provide for certain needs or guidelines group may want.

Step 10

- Ensure that there is no duplication of benefits – if a client is receiving help from one area, it may negate ability to receive from state, federal or other area.

Step 11

- Remember, the unmet needs structure is dependent upon the needs of the local community as well as the nature and resources of the disaster.

Disaster Case Management Approach

- Local Long-Term Recovery Committees can and should use the disaster case management process to help survivors identify unmet needs.
- Federal and State funds should be maximized.
- Through disaster case management* disaster-related unmet needs must be verified to avoid duplication of benefits.

****Please note:** Although there is no disaster case management funding from the federal government for COVID now, towns will need to establish a case management process to address local unmet needs.*

Disaster Case Management: Mission Statement to Unmet Needs Tables

To strengthen area-wide disaster coordination in the State of Connecticut by fostering efficient and streamlined service delivery to people affected by disaster, while eliminating unnecessary duplication of effort, through cooperation in recovery.



Determining Disaster-Caused Unmet Need

The disaster caused a serious unmet need(s) and created a situation the disaster client cannot meet with any other program or resource.	It may be a loss of income, housing, or health. It may be caused by stress.	It is NOT a pre-disaster condition.	It is NOT an ongoing social issue.	It is NOT intended to be an upgrade to the client's previous living condition	It should be identified by the survivor and verified by the caseworker.
---	---	-------------------------------------	------------------------------------	---	---

Assistance Guidelines

Decide who is a victim of the Covid-19 disaster. A definition might be someone who suffered a specific loss, need or hardship due to the covid-19 disaster.

- This will provide transparency to funders and the public regarding the population this LTRC intends to serve
- Identified unmet needs should be verified to avoid a duplication of benefits.

Planning for Effective Efforts

Utilize

Utilize CCM (CT Conference of Municipalities), COGs (Councils of Government) and COST(Council of Small Towns) to reach out to local representatives and identify needs, including business

Prioritize

Separate immediate needs from emerging needs – Some examples

- Immediate: Food, rent and mortgage, bills, medical
- Emerging: child care (parents returning to work), business assistance

Connect

Connect via emergency management structure with statewide Long-Term Recovery Committee including the Recovery/Unmet Needs Subgroup.

Next Steps and Resources

Outreach and Follow-up

Office of the Governor, DEMHS, and VOAD will:

- Reach out through a series of webinars to connect with a wide range of stakeholders on local long-term recovery coordination, including:
 - Elected officials and staffs
 - Nonprofit leaders
 - Philanthropy
 - Social Services leadership
 - Advocacy groups

- Provide additional training, including follow-up training on unmet needs coordination

Key Contacts

Region 1	Robert Kenny	DEHMS	Region 1 Coordinator	Robert.Kenny@ct.gov	Wk: 203-696-2640 Cell: 860-250-2478
	Michele DeLuca	LTRC R-1 Greenwich	Long Term Recovery Coordinator Region 1	mdeluca@norwalkct.org	Wk: 203-854-0238 Cell: 203-722-1928
Region 2	Jacob Manke	DEHMS	Region 2 Coordinator	Jacob.Manke@ct.gov	Wk: 860-685-8105 Cell: 860-250-3453
	Richards, Bill	LTRC R-2 Milford	Long Term Recovery Coordinator Region 2	wrichards@ci.milford.ct.us	Cell: 203-874-6321 Cell: 203-671-6661
Region 3	William Turley	DEMHS	Region 3 Coordinator	William.turley@ct.gov	Wk: 860-529-6893 Cell: 860-250-2548
	Laurie Whitten	LTRC R-3 East Windsor	Long Term Recovery Coordinator Region 3	whittenlp61@gmail.com	Wk: 860-698-1387 Cell: 860-614-1988
Region 4	Mike Caplet	DEHMS	Region 4 Coordinator	Michael.Caplet@ct.gov	Wk: 860-465-5460 Cell: 860-250-3449
	Michael Licata	LTRC R-4 Colchester	Long Term Recovery Coordinator Region 4	mlicata@windhamct.com	Wk: 860-465-3044 Cell: 860-208-3787
Region 5	John Field	DEHMS	Region 5 Coordinator	John.field@ct.gov	Wk: 203-591-3509 Cell: 860-250-2535
	Martin Connor	LTRC R-5 Torrington	Long Term Recovery Coordinator Region 5	Martin_Connor@torringtonct.org	Wk: 860-489-2220 Cell: 860-485-3262

Additional Resources

Please visit ctrecovers.ct.gov to find these and other helpful resources:

- FEMA National Disaster Recovery Framework
- National VOAD Long Term Recovery Guide
- CT Rises: Planning for Long-Term Disaster Recovery: A Guide and Toolkit
- Disaster Recovery Framework and ESF #14
- Connecticut State Response Framework (SRF)